Document Title	NISN Services Request System (NSRS) Process				
Document Subtitle					
Document Number	Version	Issue Date	Change No. and Date	Responsible Organization	Page No.
CSOC-MSFC-MPRC-001172	2.0	11/30/01	N/A	MSFC-COM	1 of 9
Copies of This Document are Valid Only When Verified by a Master List					
Prepared By		**Approved By**		**Effective**	
Cindy Stalnaker		Jim Porterfield		11/30/01	

1.   Purpose

This procedure describes the steps required to submit and deliver National Aeronautics and Space Administration (NASA) Integrated Services Network (NISN) facsimile, custom data, video, and voice services via the NISN Service Request System (NSRS).

2.   Customer(s) and Success Indicators

NISN customers are NASA and authorized contractor personnel who require the use of NISN data, voice, video, facsimile or custom services in support of NASA missions and objectives. Success shall be indicated by successful and timely implementation of the customer's requirement in accordance with approved Service Level Agreements.
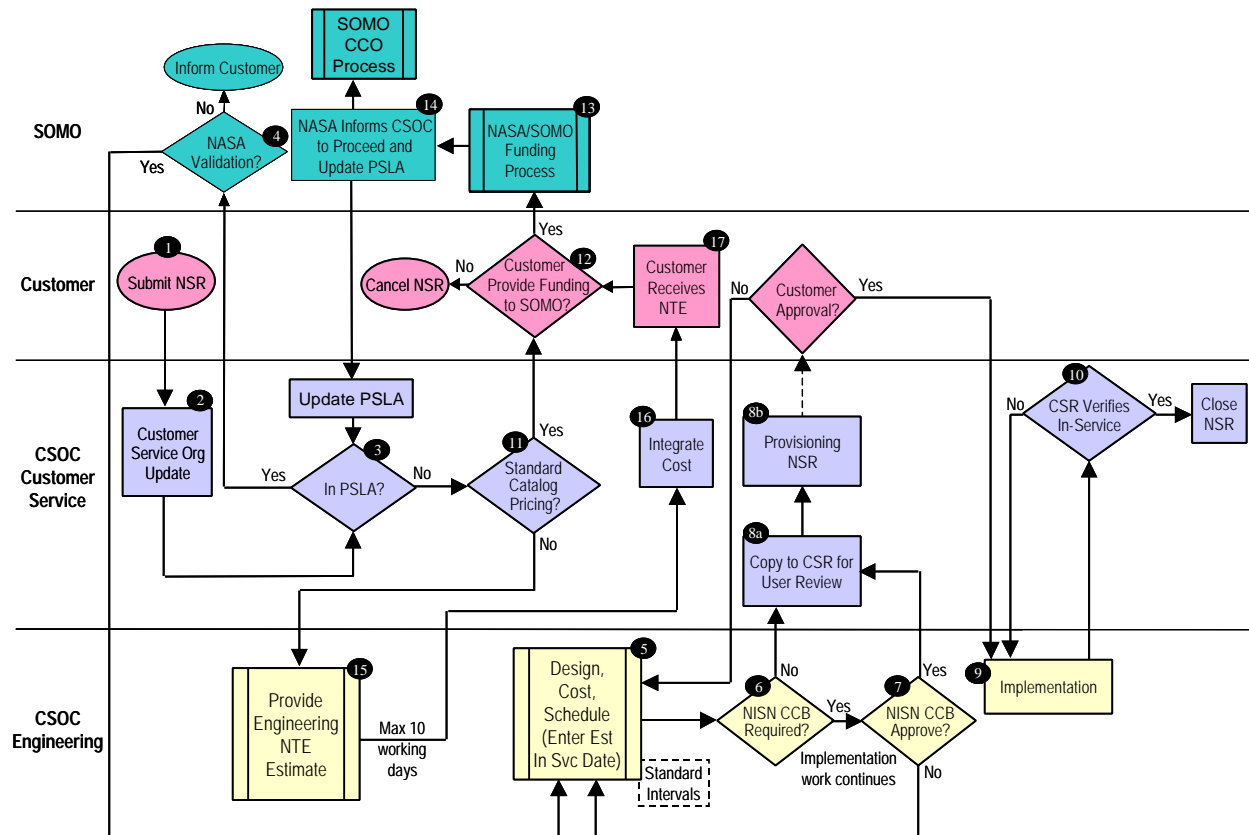
3.   Required Inputs

Input	Provider	Process/Procedure	Format
NISN Service Request (NSR)	Authorized NASA or Contractor Personnel	NSR Submit via Web or Remedy User Tool	Electronic via Web or Remedy

C0916

4. Process Flow Diagram

NSR Process Flow

C0916

Document Title	NISN Services Request System (NSRS) Process				
Document Subtitle					
Document Number	Version	Issue Date	Change No. and Date	Responsible Organization	Page No.
CSOC-MSFC-MPRC-001172	2.0	11/30/01	N/A	MSFC-COM	3 of 9
Copies of This Document are Valid Only When Verified by a Master List					

5. Process Description and Roles

Process Step	Responsible Party	Description of Step Activities	Time Constraint (If applicable)
1	CSOC Customer	**Submit NSR** - A NASA user or customer may submit a non-mission NSR via either Remedy or the web at http://msfc-nsrs.csoconline.com/. Note 1: NISN Service Requests associated with NASA Space Operations Management Office (SOMO) Mission Set may only be submitted by NISN Service Managers (NSMs) and NISN authorized Customer Service Representatives (CSRs) via Remedy. Note 2: All NSR's for PrISMS Services are automatically routed to PrISMS.	
2	Customer Service	**Complete the Requirement** - The central routing group for NSR processing, NISN Service Request Form (NSRF) Dispatch, assigns the service request to the cognizant NISN CSR. The NISN CSR completes any required additional information on the NSR.	
3	Customer Service	**Assess Funding Availability** - The NISN CSR ensures that all pertinent Project Service Level Agreement (PSLA) information is entered in the NSR. The NISN CSR then determines whether or not the service request is covered in an existing Factory Service Agreement (FSA) or PSLA. If the requirement is covered by an existing FSA/PSLA, the CSR assigns the service request back to NSRF Dispatch for release for validation (step 4). If the service request is not covered by an existing FSA/PSLA, proceed to Step 11.	
4	SOMO/NASA	**Review and Validate Requirement** - The NSRF Dispatch routes the service request to the appropriate NASA NISN Customer Interface Group (CIG) Personnel (NASA NISN Service Manager or NASA NISN Center Representative) for requirements validation. The NASA CIG indicates concurrence or non-concurrence in the NSR system. If the CIG member validates the requirement, NSRF Dispatch routes the NSR to the NISN Business Management Group (BMG) for funding authorization. The NASA CIG shall notify customer of non-concurrence. If validation is not received from NASA CIG personnel within 60 days of NSR transfer to CIG, the NSR will be canceled, and the cognizant CSR will notify the customer of action.	

C0916

Process Step	Responsible Party	Description of Step Activities	Time Constraint (If applicable)
5	CSOC Engineering	**Engineering Design, Cost Estimate, Schedule (DCS)** - NSRF Dispatch routes the NSR to the appropriate Engineering group. Engineering evaluates the requirement, formulates proposed design and cost options, and provides an implementation schedule. If the requested service is a standard NISN service, the Estimated In-Service Date (EISD) will be automatically inserted by the NSRS based on agreed to standard intervals. If the request is for a non-standard service, the EISD will be added within 10 working days. If the Engineering group determines that the requirement cannot be implemented by the customer's requested start date, the requirement may be expedited. Any additional charges levied for expedited requirements will be coordinated with the customer by the cognizant CSR.	
6	CSOC Engineering/ Customer Service	**Network Architecture Evaluation** - If CSOC Engineering determines the NSR requires a significant architectural change to NISN, or affects NISN services, it is forwarded to the NISN Configuration Control Board (CCB) (step 7). The EISD will be negotiated if CCB review is required. If CCB review is not required, the DCS is forwarded to the CSR for review with the customer (step 8). If the CCB does not approve the implementation, the NSR is placed on hold pending resolution.	
7	CSOC Engineering/ Customer Service	**NISN CCB Review** - If approved, the DCS is forwarded to the CSR for final review with the customer (step 8). If it is not approved, the DCS is returned to CSOC Engineering for re-evaluation (step 5).	
8a	Customer Service	**CSR Customer Review** - The CSR reviews the DCS with the customer to evaluate implementation options, and to ensure customer concurrence with planned implementation and cost. If customer concurrence is received, the CSR notifies Engineering via the NSR to proceed with implementation. CSOC Engineering proceeds with implementation (step 9). If customer concurrence is not received, the requirement is returned to CSOC Engineering for re-evaluation (step 5).	
8b	Customer Service	**Provisioning NSR** – The NISN CSR will ensure that all NSR's which are new service requests and meet the requirements of a Provisioning NSR as defined in Section 11, are tagged as Provisioning NSRs. All Provisioning NSRs will be tracked and accounted for as established by Engineering Change Proposal (ECP) 45. All NSR's greater than +/- $1M will be accounted for in accordance with the normal CSOC Contract Management Process (CSOC-CEN.BA50.001033).	

C0916

9	CSOC Engineering	**Implementation** - The appropriate implementation for the required NISN service is executed. Appropriate engineering information, including circuit Identification (ID) number, Coder/Decoder (CODEC) number, or dial number is entered in the NSR database. If the service is not to be completed by the original EISD, notification will be sent to NSRF Dispatch, via the NSR system, no less than 10 working days prior to the EISD. The customer will be informed of the change.	
10	Customer Service	**Confirmation of Customer Satisfaction** - When implementation is completed, CSOC Engineering notifies NSRF Dispatch. The CSR verifies with the customer that the requested service has been implemented, and that the customer is satisfied with performance of the service. If the customer is satisfied with the implementation then NSRF Dispatch places the NSR In Service. The CSR will update the Unit of Service Metric (USM) report to reflect the service activation or de-activation. If the customer is not satisfied with the implementation then NSRF Dispatch routes the NSR back to engineering for further action.	
11	Customer Service	**Evaluation of Requirement** - If the service request is not covered by an existing PSLA, cost for the requirement must be provided to the customer. If the requirement is a Standard SOMO/CSOC Catalog item, standard rates apply, and the CSR informs the customer of the cost, and provides this information to the NISN BMG Point of Contact (POC) and to the SOMO Business POC for funding transfer. If the required Service is not a Standard SOMO/CSOC Catalog item, NSRF Dispatch routes the NSR to CSOC Engineering for Not to Exceed (NTE) cost (step 15).	
12	Customer	**Secure Funding for Unfunded Services** - Based on the information provided by the CSR, the customer determines whether funding is available for the requirement. If funding is not available, the NSR is canceled, or placed on hold until funding becomes available. If funding is available, the customer coordinates the transfer with the NISN BMG.	
13	NASA/SOMO	**NASA/SOMO Funding Process** - NISN BMG and customer coordinate funds transfer to the SOMO business office. NISN BMG informs the appropriate NASA CIG that funding is verified.	

C0916

14	NASA/SOMO	**Authorization to Proceed** - If the NISN Technical Monitor's Representative (TMR) and the CSOC CSR agree that the requirement is contractually authorized, work may proceed. Agreement will be documented in the NSR. If additional contract coverage is needed, the TMR will notify the CSOC Administrative Contracting Officer and the CSOC Business and Finance Management (BAFM) of needed Contract Change Orders (CCOs). All CCOs will be processed in accordance with the NASA/SOMO change process. The NISN CIG representative monitors implementation and ensures that the PSLA is updated. Return to Step 3.	
15	CSOC Engineering	**Not to Exceed (NTE)** - If the required service is not a Standard SOMO/CSOC Catalog item, CSOC Engineering assesses the requirement and provides NTE cost for implementation to Customer Service. NTE cost should include installation cost, monthly recurring cost (if any), equipment cost and materials cost. The NTE is to be delivered within 10 working days. If NTE development requires more than 10 days, the Engineering group will notify the CSR of the delay via the NSR System. The CSR will notify the customer. Additional time may be required for more complex services, and/or to evaluate center unique systems for end-to-end solutions.	10 working days maximum
16	Customer Service	**Integrate Cost** - Customer Service integrates all costs associated with the requirement for review with customer.	
17	Customer/ Customer Service	**Cost Review** - The CSR reviews integrated NTE cost with the customer and provides it to the NISN BMG. Customer proceeds to step 12.	

6.   Outputs

Output	Customer Provided to*	Process/Procedure Receiving the Output	Format of Output (e.g., hardcopy, electronic database, etc.)	Delivery Frequency/ Time Constraints
NISN Service Implementations	NASA or Contractor	NASA Programs, Missions and Objectives	Network Service (i.e., circuit, hardware, or combination)	Per NISN Services Document
NSR Database **[QR]**	NASA or Contractor	NASA Programs, Missions and Objectives	NSR	As needed by customer

Output products that are **[QR]** are identified in the above table. More details regarding quality records are found in Section 7.0 of this document.

7.   Quality Records

NSR Database - This database is the record of requirements from submission to implementation and assurance of customer satisfaction.

C0916

8.   SOMO Interactions

Process Step	SOMO Organization	Description of Interaction
4	NASA NISN	Requirement validation and funding authorization
13	BMG and SOMO Budget Analyst	Funding transfer received from customer
14	TMR or designated representative	Authorization to proceed
14	SOMO Business Operations	Authorization to proceed notification

9.   Related Processes, Guidelines, or Standard

a. SLA Management, CSOC-CEN.CS50.001008

b. Contract Management, CSOC-CEN.BA50.001033

10.   Acronyms and Abbreviations

Listed below are the acronyms and abbreviations used within this document:

a. BAFM   Business and Finance Management

b. BMG   Business Management Group

c. CCB   Configuration Control Board

d. CCO   Contract Change Order

e. CIG   Customer Interface Group

f. CODEC   Coder/Decoder

g. CSOC   Consolidated Space Operations Contract

h. CSR   Customer Service Representative

i. DCS   Design, Cost Estimate, Schedule

j. EISD   Estimated In-Service Date

k. Est   Estimated

l. FSA   Factory Service Agreement

m. ID   Identification

n. Max   Maximum

o. MPRC   Major Process

C0916

p. N/A   Not Applicable

q. NASA   National Aeronautics and Space Administration

r. NISN   NASA Integrated Services Network

s. No.   Number

t. NSM   NISN Service Manager

u. NSR   NISN Service Request

v. NSRF   NISN Service Request Form

w. NSRS   NISN Services Request System

x. NTE   Not To Exceed

y. Org   Organization

z. PMR   Program Management Review

aa. PRC   Process

bb. POC   Point of Contact

cc. PSLA   Project Service Level Agreement

dd. QR   Quality Record

ee. SOMO   Space Operations Management Office

ff. SPM   Service Performance Metric

gg. Svc   Service

hh. TBD   To Be Determined

ii. TMR   Technical Monitor Representative

jj. USM   Unit of Service Metric

kk. WAN   Wide Area Network

ll. WGSI   Wang Government Services, Incorporated

11.   Definitions

Provisioning NSR – A service request for a new NISN service with a total cost (not including fee) less than +/- one (1) million dollars.

C0916

List of Effective Pages	
Page Number	**Issue**
1 through 9	Version 2

Document History			
Document Number	**Version**	**Issue Date**	**Effective Date**
CSOC-MSFC-MPRC-001172	1.0	1/12/01	1/12/01
CSOC-MSFC-MPRC-001172	2.0	11/30/01	11/30/01

C0916